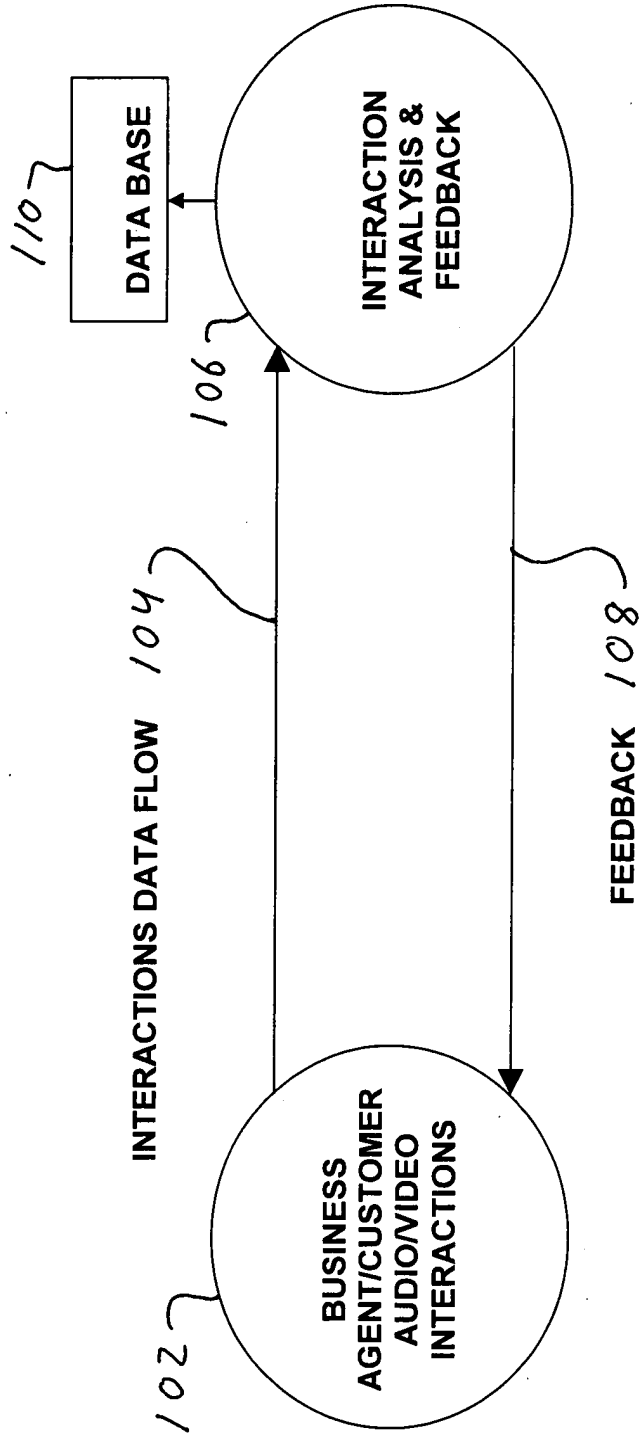


FIG. 1

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100



2/16

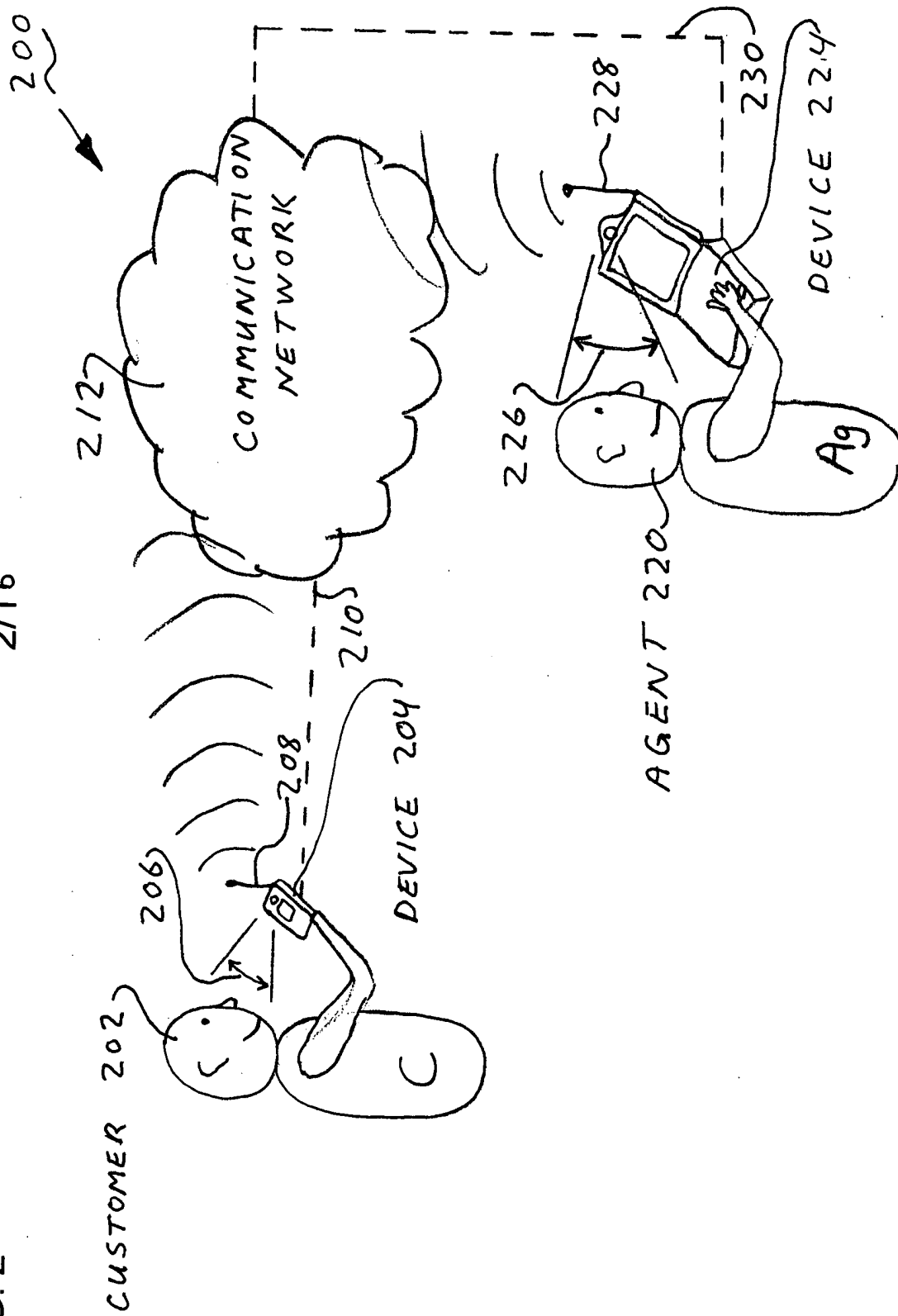


FIG. 3

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300

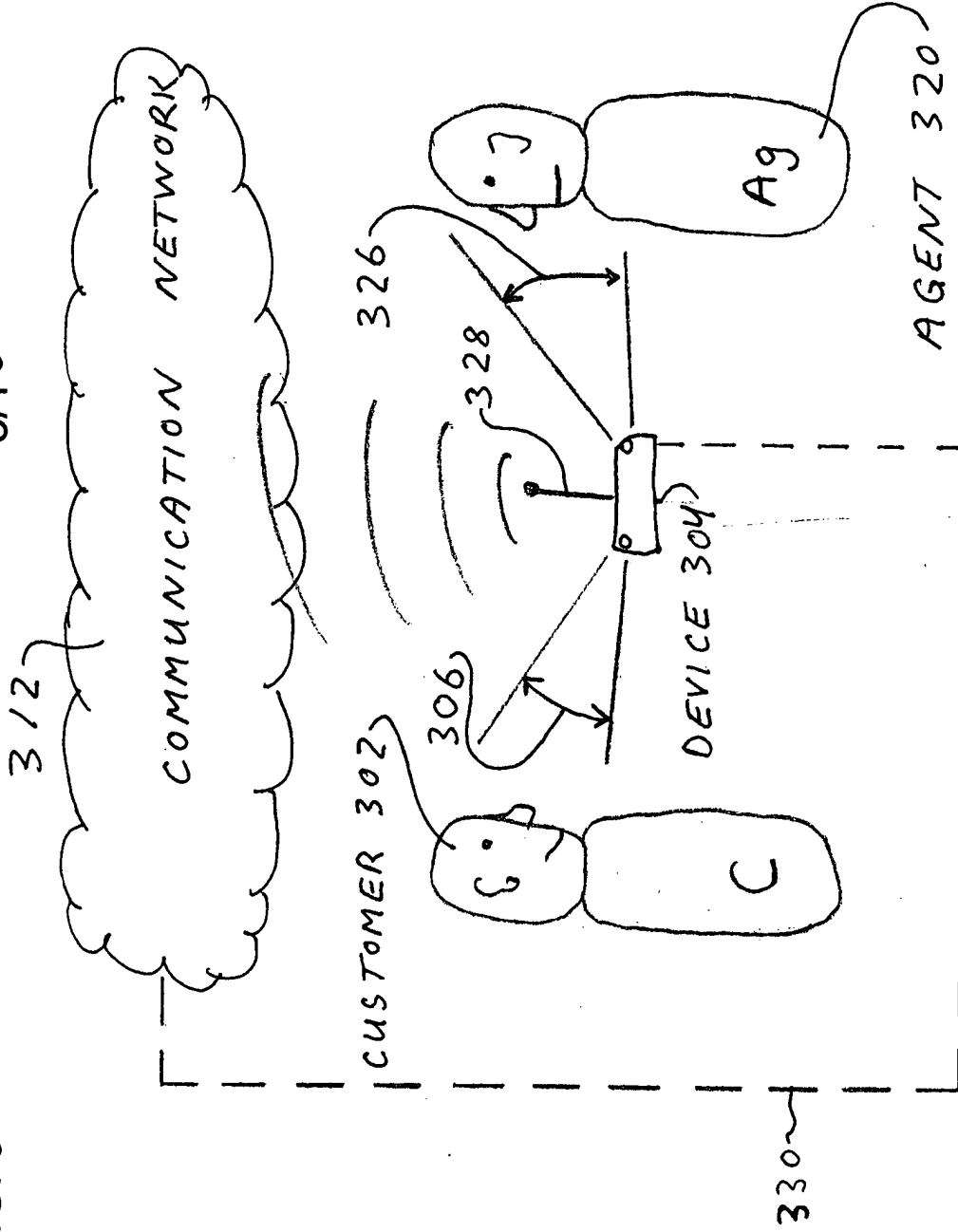


FIG. 4

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400

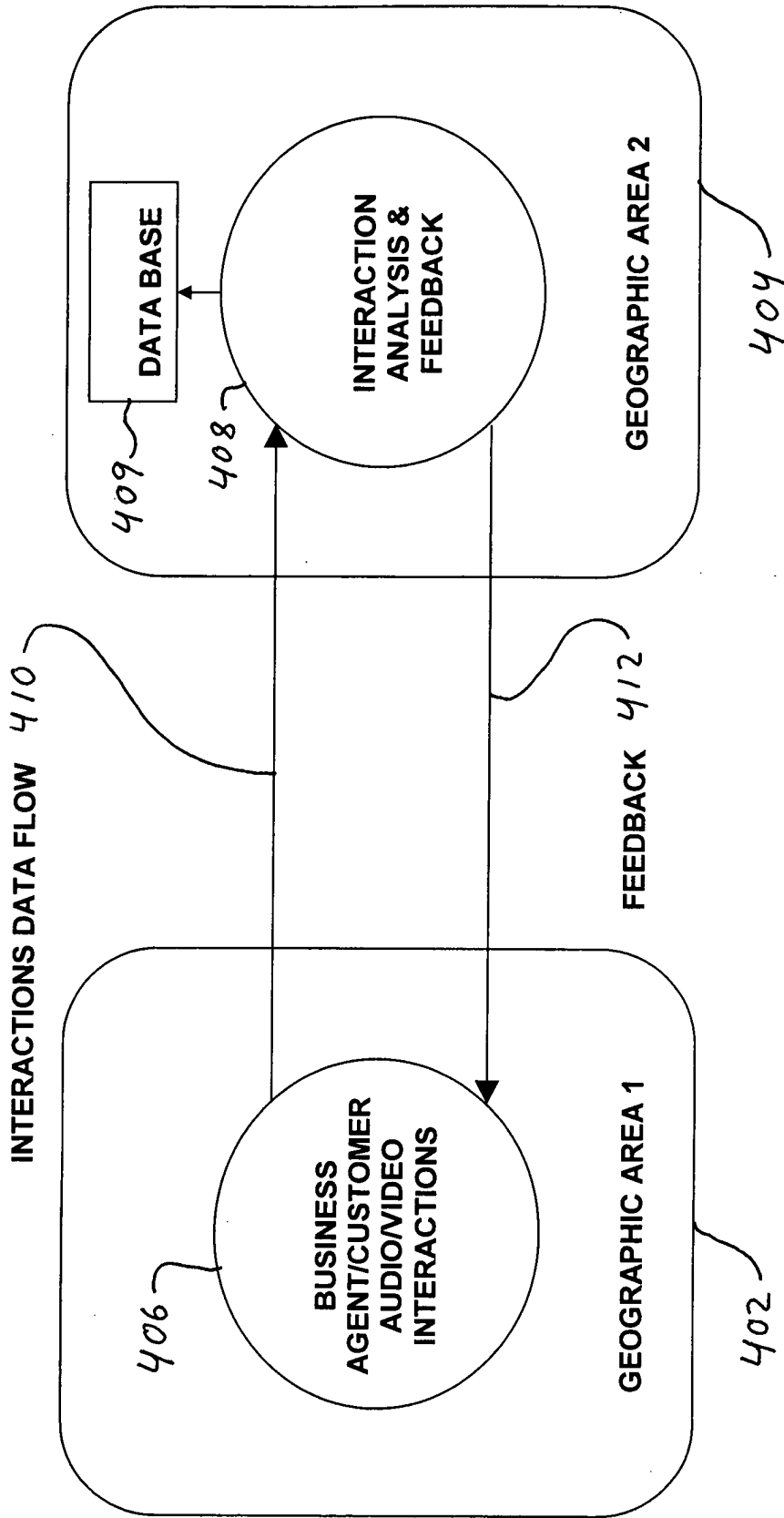


FIG. 5

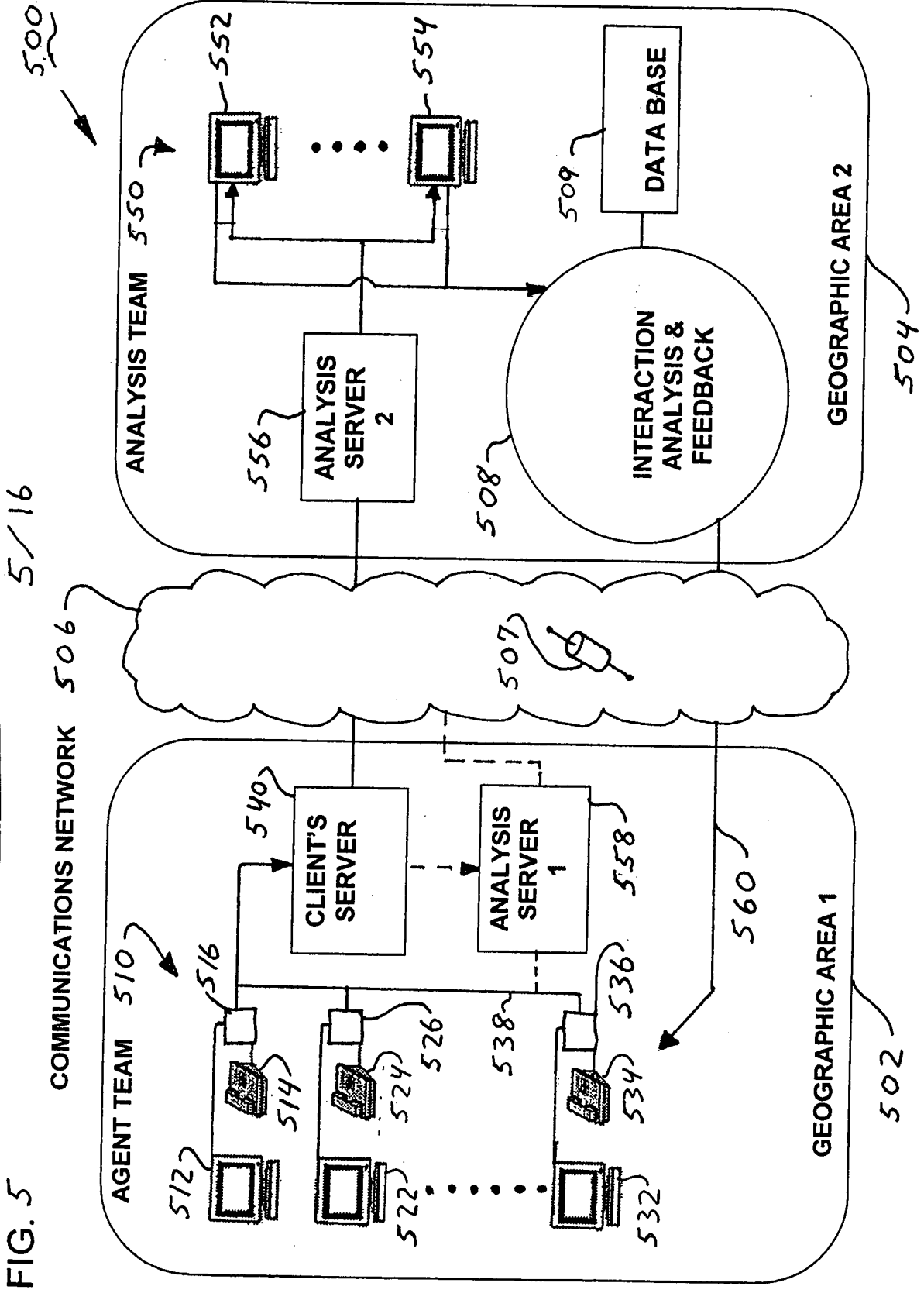


FIG. 6

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600  
↖

602 SCORING PARAMETERS	
Moving forward all the UK RMA's will be shipped from the fulfillment center in France.....Moving forward all the .....	
Customer Service Competencies	
Interaction Opening	604
• Used Proper Greeting.	Score: 606
• Asked for Transaction ID.	Score: 608
• Verified the Customer's Information.	Score: 610
• Appeared upbeat and happy to be seeing the customer.	Score: 612
Comments:	614
Interaction Visual Aspects	
• Clothing was appropriate and appeared neat.	Score: 616
• Posture was acceptable (sat up and didn't Slouch).	Score: 616
• Appeared empathetic (facial expressions were acceptable).	Score: 616
Comments:	
Sales Presentation	
• Sales presentation was appropriate for the circumstance.	Score: 618
• Agent didn't appear overbearing or intimidating.	Score: 618
Comments:	

FIG. 7

7/16

700

**Customer Service Skills (Appearance, Accent, and Voice)**

702

- 
- Used good grammar, avoids slang or jargon. Score: \_\_\_\_\_
- Rate of Speech mirrored that of customer. Score: \_\_\_\_\_
- Hold courtesies were followed. Score: \_\_\_\_\_
- Appeared and sounded confident, friendly, and polite. Score: \_\_\_\_\_
- Set customer's expectations, used empathy if necessary escalated to a supervisor if necessary. Score: \_\_\_\_\_

Comments: \_\_\_\_\_

**Interaction Closing**

704

- Offered additional products. Score: \_\_\_\_\_
- Used proper closing script. Score: \_\_\_\_\_

Comments: \_\_\_\_\_

**Knowledge, Accuracy and Resolution**

706

- Demonstrate knowledge of the product process. Score: \_\_\_\_\_
- Credit card authorization process followed. Score: \_\_\_\_\_
- Offered alternate products; add on sales. Score: \_\_\_\_\_
- Accurate and concise information was given to the customer. Score: \_\_\_\_\_

Comments: \_\_\_\_\_

FIG. 8

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800

**Interaction Management** 802

- Controlled interaction pace efficiently and length of interaction was appropriate to request. Score: \_\_\_\_\_
- Controlled interaction tone and length. Score: \_\_\_\_\_

Comments: \_\_\_\_\_

**Sales** 804

- Identified sales opportunities. Score: \_\_\_\_\_
- Suggested alternate compatible products in exchange for return. Score: \_\_\_\_\_

Comments: \_\_\_\_\_

**Comments Summary:** 806

**Even Better Tips:** 808



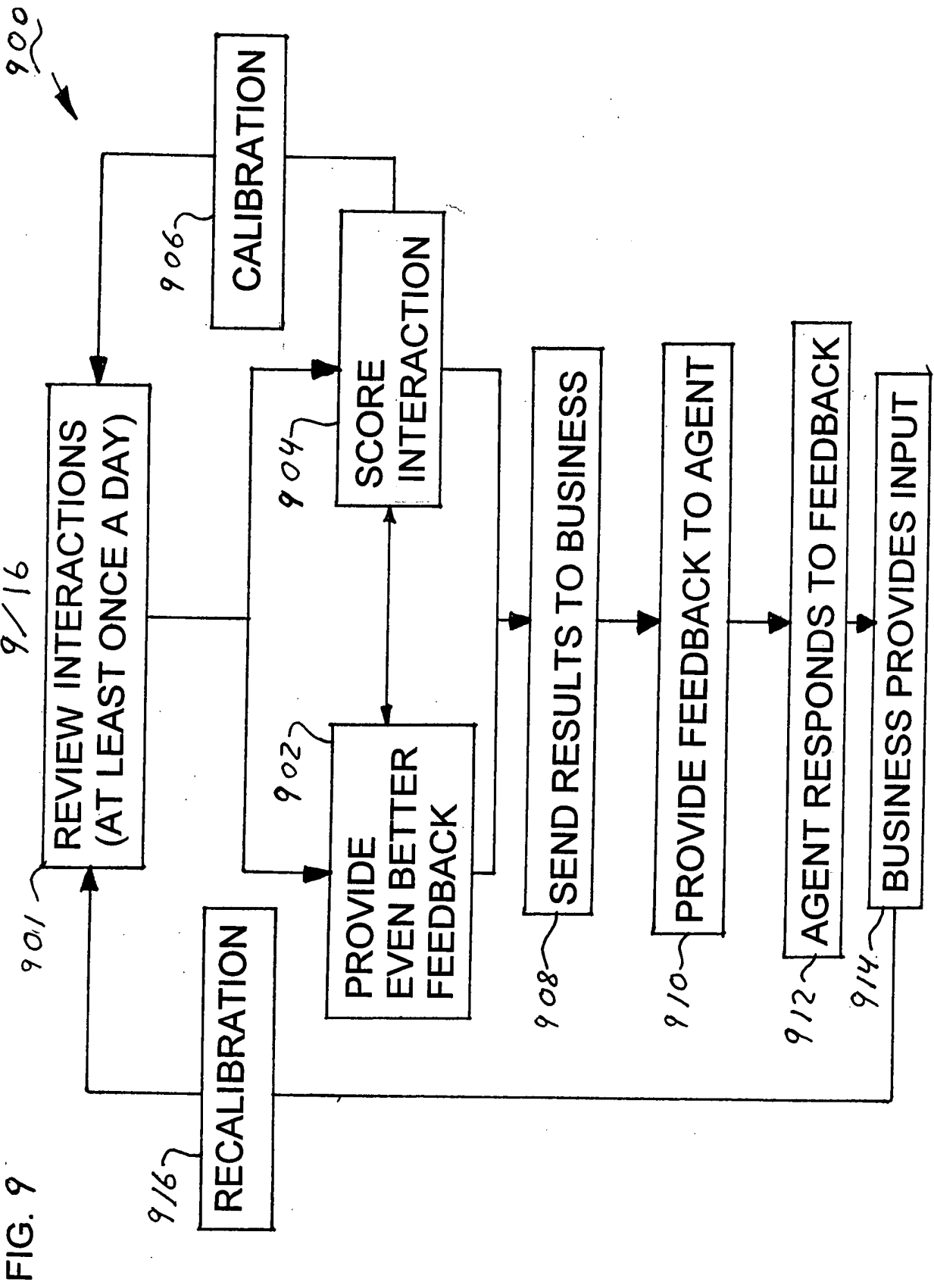


FIG. 10

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1000

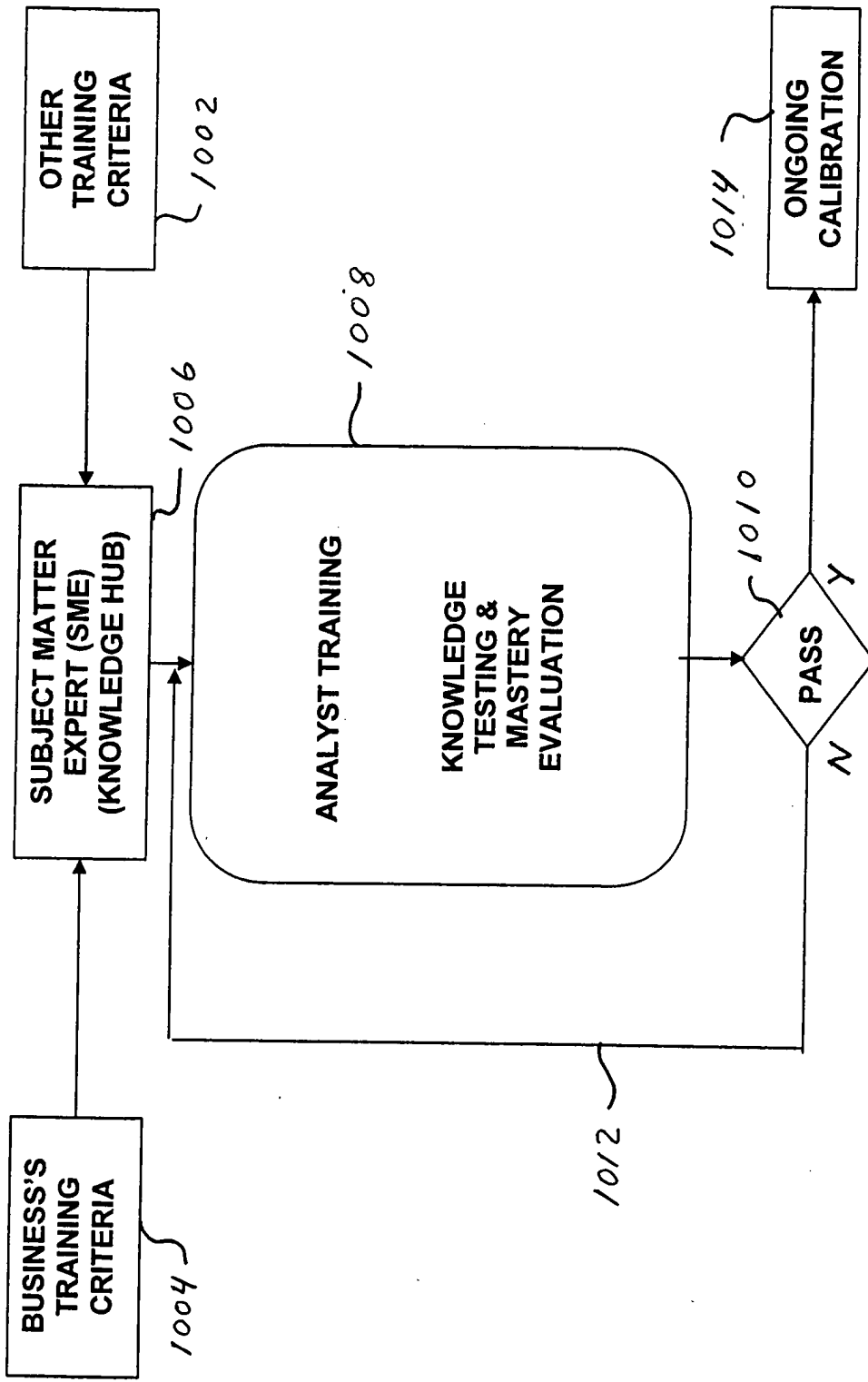


FIG. 11

1100

1118

1116

1114

1112

	CLIENT CALIBRATION	INTERNAL CALIBRATION	ATS	QUALITY AUDIT
1102 ANALYST TRAINING (2 Weeks)	-	-	-	-
1104 WEEK 1	1 Hour Daily	1 Hour Daily	1 Interaction/ Agent/ Day	20% Interaction Monitoring
1106 WEEK 2	3 Hours Weekly	3 Hours Weekly	2 Interaction/ Agent/ Week	10% Interaction Monitoring
1108 WEEK 3	2 Hours Weekly	2 Hours Weekly	1 Interaction/ Agent/ Week	5% Interaction Monitoring
1110 Ongoing	2 Hours Weekly	2 Hours Weekly	1 Interaction/ Agent/ Week	5% Interaction Monitoring

FIG. 12

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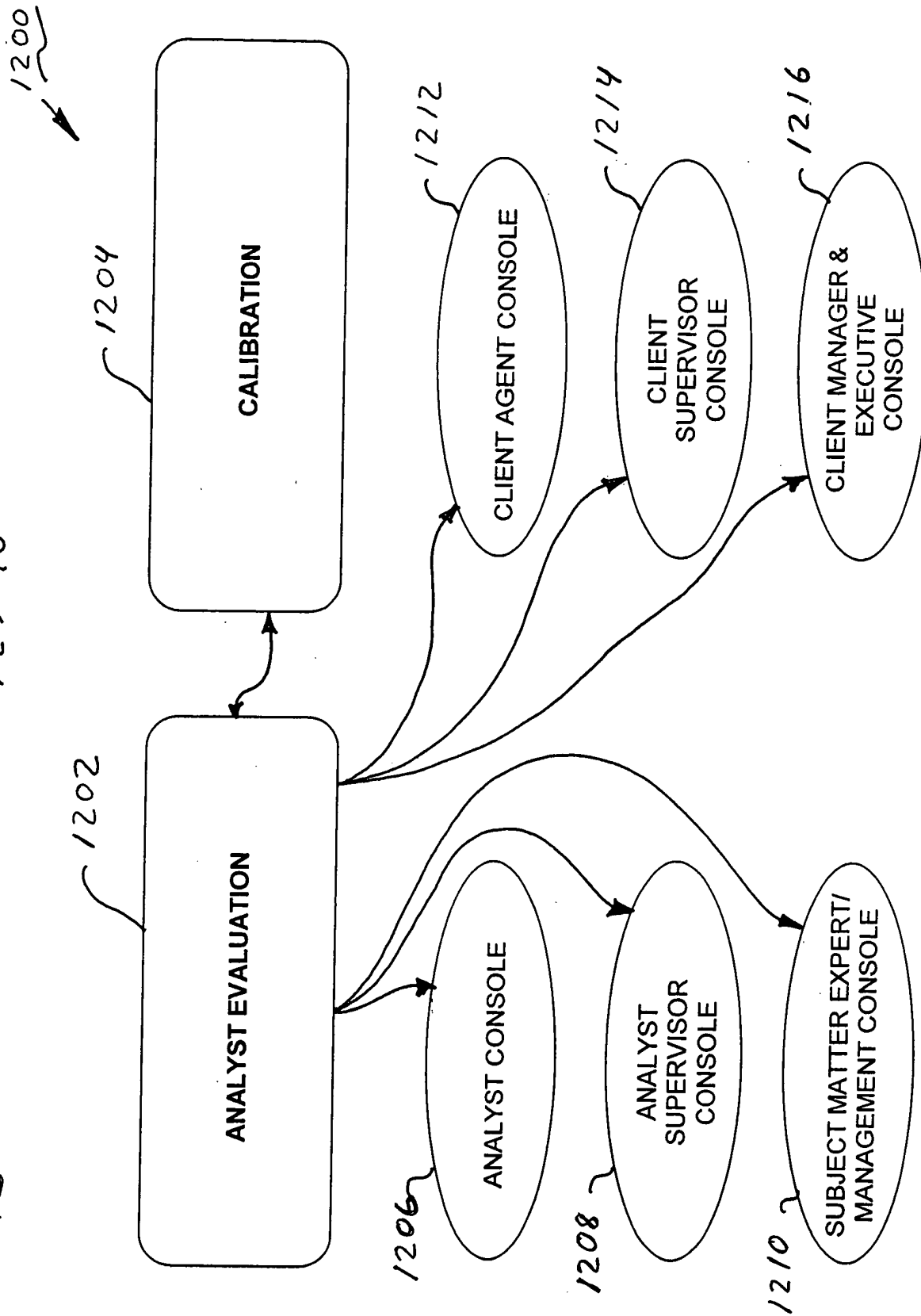


FIG. 13

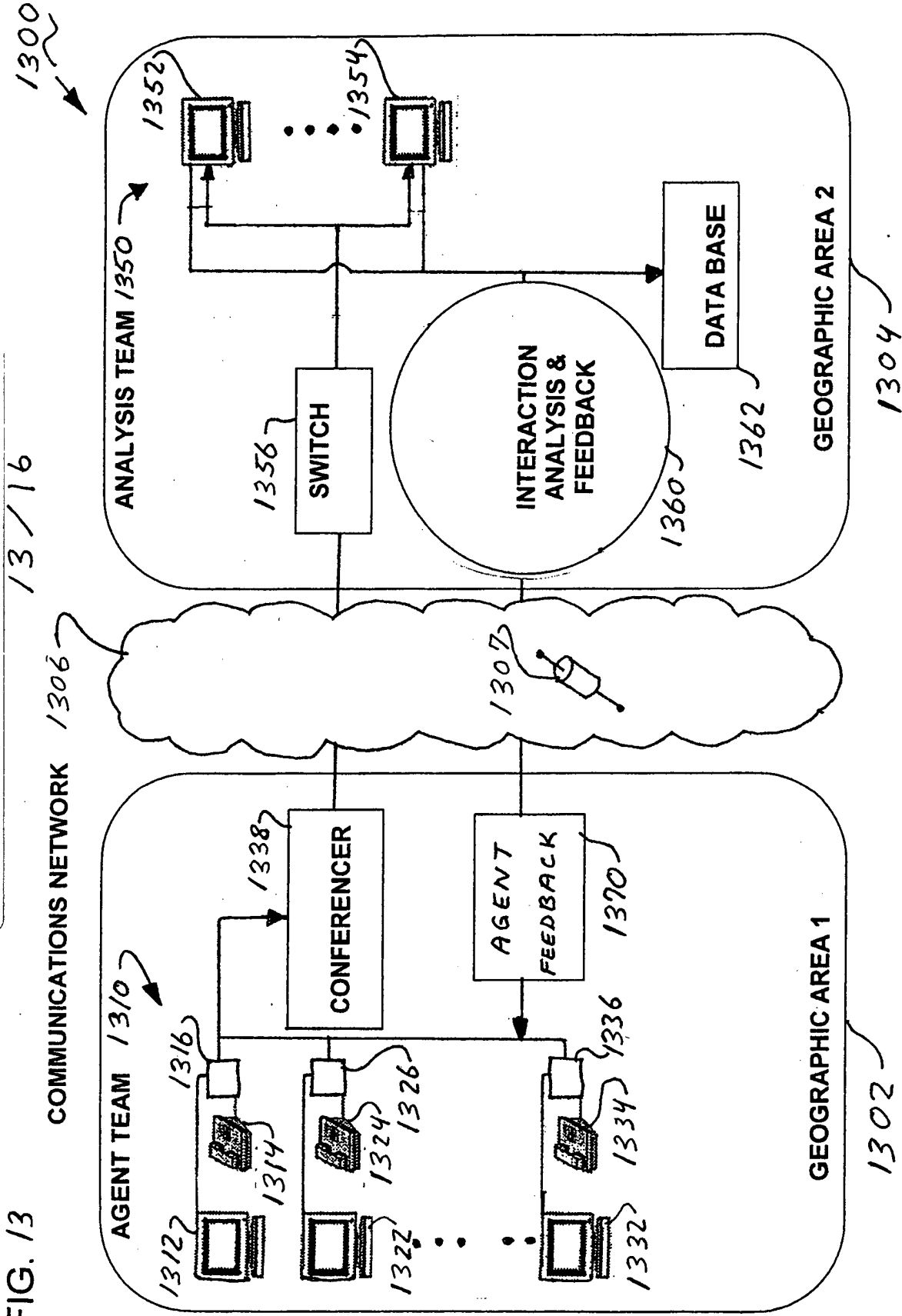


FIG. 14

1400

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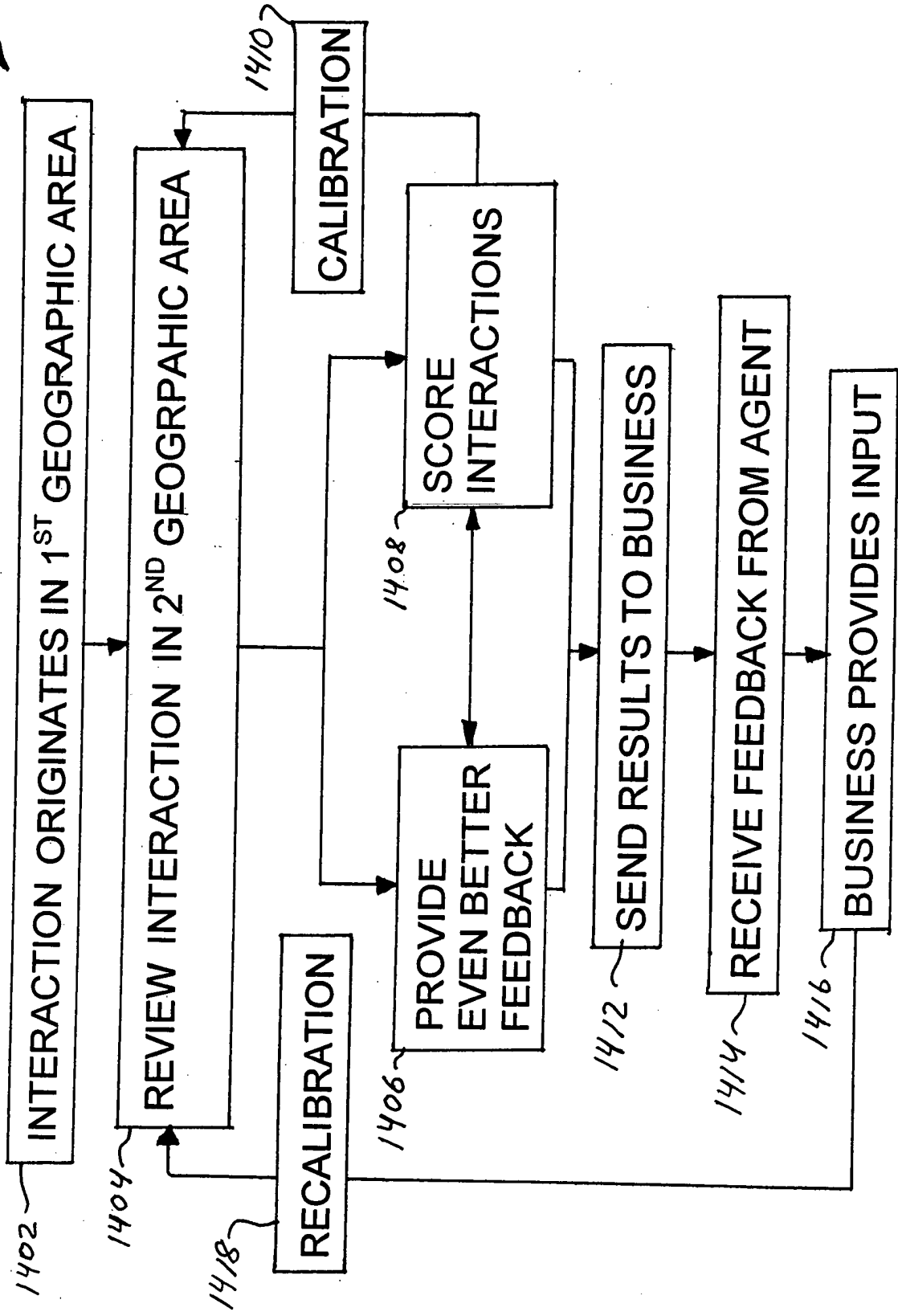


FIG. 15

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1500

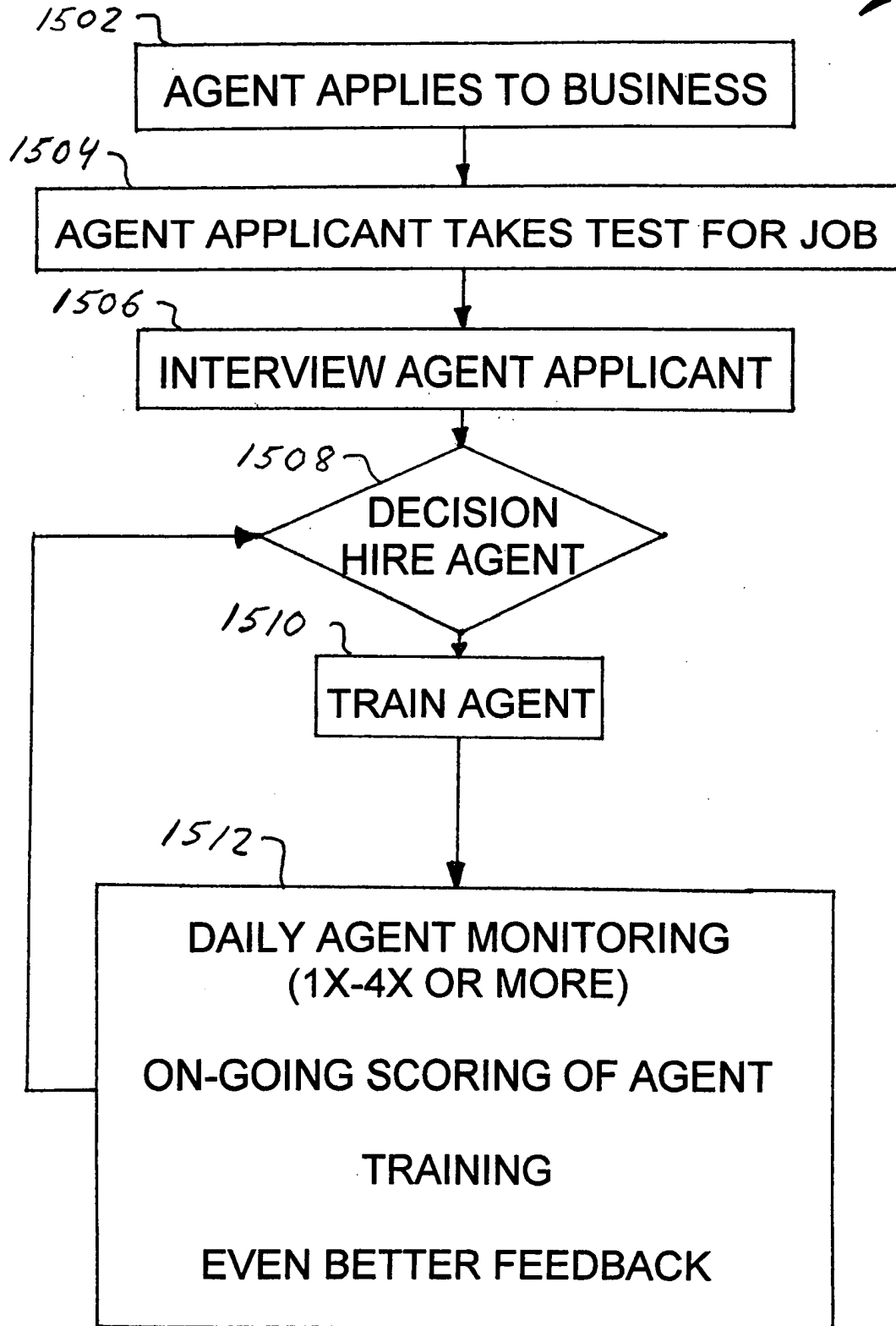


FIG. 16

1600

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16027

16047

16067

16087

ACTIVITY PER AGENT	EXISTING AGENT PERFORMANCE	ENHANCED AGENT PERFORMANCE	% CHANGE ±
CALLS PER DAY	62	62	0
UP-SELL RATE	8.0%	8.8%	10%
Avg UP-SELL \$	\$25	\$28	10%
# of UP-SELLS	4.96	5.46	10%
UP-SELL REVENUE	\$124.00	\$150.04	21%

REVENUE IMPROVEMENT = \$26.04 ~1610

MARGIN IMPROVEMENT (50%) = \$13.02 ~1612

AVERAGE ANALYST COST PER DAY = \$1.50 ~1614

ROI (PER DAY) (((\$13.02-\$1.50)/\$1.50)X100 = 768% ~1616